

Warranty and Return Policy

Warranty Policy

Donovan Enterprises, Inc. warrants all mechanism products (excluding tarps) against defects in material and workmanship under normal use and service for a period of 90 days from date of shipment.

In addition, Donovan Enterprises provides the following product specific warranties:

- Donovan hydraulic pumps and cylinders: 1 year from date of shipment
- Donovan electric motors (61, 61L and 4422): 3 years from date of shipment
- Donovan electric motor (61G): 1 year from date of shipment
- Donovan roller bar springs: Lifetime warranty

Except as outlined below, this warranty is specifically limited to the replacement or repair, at Donovan Enterprises' option, of any such warrantable defects or premature wear when the complete product is returned to the factory freight prepaid. Contact the factory at 800-327-8287 for a Return Authorization (RA) number before returning the product.

Packages received without a RA number clearly marked on the outside of the package will be refused.

Donovan Enterprises, Inc. shall be the sole judge of warranty eligibility for the alleged product defects or premature wear. Donovan Enterprises, Inc. reserves the right to refuse to honor this warranty for any products improperly modified, installed, used, maintained, abused or damaged. Products that are returned for warranty consideration and that are found to be non-warrantable are chargeable. Damaged non-warrantable parts will only be returned to the customer if this is requested before any work is begun. The customer will be responsible for the cost of repair and return shipping of non-warrantable parts. Payment authorization must be received by Donovan Enterprises, Inc. before any non-warrantable equipment is returned. Warrantable products are repaired or replaced at no charge and returned freight prepaid.

Donovan Enterprises, Inc. shall not be liable or responsible to supply or pay labor to replace any part found defective, nor shall it be liable for damages of any kind or nature to person, product, property or other incidental or consequential damages.

Merchandise Return Policy

Un-used parts may be returned within 90 days of purchase. Parts must be returned in their original packaging and must be accompanied by a copy of the original invoice. Only complete parts will be accepted. Disassembled parts cannot be returned for credit. If parts are received in resalable condition, we will credit your account by the actual amount paid for the parts minus a 15% restocking fee.